uonews
Universal Orlando Resort™ Team Member Newsletter
December 11 - 24, 2017

Keeping Up the Pace!

INSIDE THIS ISSUE

New Marvel Character **Dinner**

stretch Program Welcomes Participants in Third Round

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Start Your **'Passport to Health'**

2017 UO Fun Run Winners!

Top Women (l to r) - **Sara Pepper** 3rd Place , **Beth Jack** 2nd Place, **Maite Calixte** 1st Place
Top Men (l to r) - **Ian Bordelon** 1st Place, **Kevin Kophamer** 2nd Place, **Jorge Santiago** 3rd Place

Over 1300 Universal Orlando and Loews Hotel Team Members, 3rd party team members, Annual Passholders, and their friends & family participated in the 2nd Annual UO Fun Run on Saturday, December 2! This year, both individuals and teams participated in the UOTMS and *Get Healthy* Team Member Wellness Program event. Runners followed a fun path through the parks with beloved UO characters cheering them along the way and were treated to a special party at the finish line!

Congratulations to the top 6 racers and everyone who participated in this year's run.
Be sure to stay tuned for details on the 2018 UO Fun Run!

PRODUCED BY TEAM MEMBER COMMUNICATIONS
UNIVERSAL STUDIOS FLORIDA™ • UNIVERSAL'S ISLANDS OF ADVENTURE™ • UNIVERSAL'S VOLCANO BAY™ • UNIVERSAL CITYWALK™

What's New

NOW PRESENTING

Ready for Take Off! Airport Store Renovations Now Complete

Our merchandise locations in the A & B Terminals at the Orlando International Airport are the first and last chance for many visitors to pick up their favorite Universal Orlando souvenirs. Recently, both stores underwent a big facelift, led by the Merchandise Visual team and Universal Creative.

The stores now have all-new flooring, cash wraps, wall-bays, signage, and graphics, and even more merchandise fixtures to hold lots of new, exciting products. In addition, the teams rehabbed the stock rooms to increase efficiency. Next time you're flying in or out of Orlando, be sure to stop by and say hi!

Holiday Unimojis

The next phase of Unimojis are here just in time for the holiday season! Check out the festive new additions to our resort's custom keyboard **available on iTunes and Google Play.**

The Unimoji keyboard takes texting to the next level. Some of your favorite Universal Orlando Resort and Universal Studios Hollywood characters and experiences can now be a part of your daily conversation.

New Marvel Character Dinner at Universal's Islands of Adventure

Guests can now dine with their favorite Super Heroes at the all-new Marvel Character Dinner. Located in Cafe4™ in Marvel Super Hero Island® at Universal's Islands of Adventure, this all-you-care-to-eat dinner buffet includes:

• Chicken Scaloppini • Shrimp Scampi • Specialty Pizzas • Various pasta options
• Assorted desserts • One non-alcoholic beverage • And more!

Additionally, the dinner buffet features appearances by Captain America, Spider-Man, Wolverine, Cyclops, Storm, and Rogue. Each character comes to the guests' tables to interact, sign autographs, and take photos. Guests also receive one (1) digital photo via My Universal Photos™ to commemorate their experience.

Marvel Character Dinner is Available for Guests Thursday – Sunday, from 5:00pm – 7:00pm

Reservations are recommended and can be made online or by calling (407) 224-FOOD (3663).

For complete details, visit **uKNOW** on myUO from any on-property computer.

What's in Store?

Honk Honkers Now Open in Universal's Islands of Adventure

The most recent addition to Seuss Landing™ is guaranteed to satisfy the sweet tooth in all of us. Honk Honkers is a whimsical new store at Islands of Adventure with delectable sweets and treats, as well as Seuss merchandise. In addition to walls lined with jelly beans, lollipops, and other assorted candies, the store's unique feature is the **Custom Cotton Candy** station.

Guests will have the option to have their freshly spun cotton candy on a standard cone or a unicorn pop. Additionally, there are a variety of "mix-ins" available for guests to choose from to add some extra deliciousness to their snack, including sprinkles, marshmallows, cookies, and more. Stop by and check it out!

New Celebrity-Inspired Jewelry

Now available at **Silver Screen Collectibles** in Universal Studios Florida is **Filthy Rich** – a collection of celebrity-inspired jewelry. Guests can now adorn themselves with rings, necklaces, earrings, and more, all while emulating the glitz and glamour of notably famous women of the past and present.

U-Design Phone Case Assortment Expanded

U-Design cases are high-quality, high-resolution and feature-gripped rubber bumpers available at various locations throughout Universal Orlando. There are over 135 amazing customizable designs and characters in the system. Guests now have the opportunity to purchase cases for Samsung phones (Galaxy 7 and newer).

REMEMBER **UO Team Members receive a 50% discount at these stores and more now through December 31, 2017 with their UO ID!**

In the Spotlight

stretch Program Welcomes Participants in Third Round

In 2015, UO's Talent Development team launched stretch, a cohort development experience for high-potential managers. stretch is designed to position leaders for opportunities in senior leadership as UPR continues to grow. The third installment of the program kicks off today (Monday, December 11) with 18 leaders, hand-selected by their leadership from across multiple divisions. Through the 7-month program, composed of three parts: Insight, Build, and Contribute, leaders will:

- receive greater awareness of their personal effectiveness
- gain exposure with executives
- deepen their business acumen and build skills in collaboration, innovation, creative problem solving, and influence
- showcase their learning through a program-end "pitch"

"We are so excited to welcome the leaders in our third cohort of stretch," says **Kirsten Abbott-West**, Director of Talent Development, Leadership & Back of House. "In addition to all of the personal development these leaders will be experiencing, it will be great to see the impact they are going to make on the business with their challenge project work."

Join us in welcoming and congratulating the new participants!

Developing Leadership Talent (DLT) Program Graduates 21st Class

Talent Development's Developing Leadership Talent (DLT) Program continues to prepare Leads and Team Captains for potential leadership opportunities by providing them the knowledge and experience necessary for an exempt leadership role. The most recent class of graduates celebrated the completion of the program on December 7.

During each week of the program, participating Team Members explored different leadership competencies through classroom sessions and structured on-the-job training at their own venues. Students completed projects that support the program's learning goals and met one-on-one with an assigned mentor regularly to discuss their progress. Congratulations to the recent DLT graduates!

developing leadership talent

Interested in participating in the next DLT round? See your leader for details on how you can apply!

REMINDER: Team Member Comp Pass Blockout Period Begins December 21

Team Member Comp Pass blockout dates are approaching as we near our peak holiday season. Beginning Thursday, December 21, Universal Studios Florida and Islands of Adventure will be blocked out **through Wednesday, January 3*.** As a reminder, **Limited Blockout** Team Member Comp Passes are still valid during this time period.

For a full list of blockout dates, visit **UOTeam.com/comppass.**

** Volcano Bay is NOT blocked out during this time.*

YOUR RESOURCES

uKNOW Gets a NEW Look!

uKNOW provides Team Members quick access to resort and operational information, so they can assist our guests with efficiency and accuracy. It's just a click away from the **'Resort Knowledge Center'** dropdown on the myUO home page (accessible from any on-property computer).

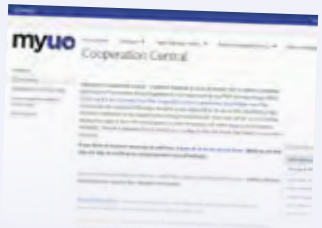
The uKNOW Home Page has recently been updated with a new look and exciting new rotating Featured Topics! uKNOW can now highlight several topics at the same time so you are always "in the know" when multiple things may happen simultaneously. Hovering over the Featured Topic will stop the rotation so you can view that topic longer.

You may also click on each Featured Topic to jump directly to that information in uKNOW. Along with new Featured Topics, the bottom of the page showcases a link to uKNOW Español for easy access to that site. Visit the uKNOW Home Page today and share your thoughts via uKNOW Feedback!

Have You Visited 'Cooperation Central' on myUO?

Created in an effort to bridge communication cross-divisionally throughout the company, Cooperation Central offers Team Members a number of helpful resources including:

- Overviews of each division and department within Universal Orlando
- Park Resources (*Daily Park News*, Team Member Reference Guide, etc.)
- Team Member Directories
- Park, Property, and Building Maps
- and more!



Cooperation Central is just one click away on the **myUO home page** (accessible from any on-property computer) under **'Quick Links/ Company Tools.'** Check it out and share your feedback on the site!

Making an Impact

KUDOS!

FORTUNE Names Comcast NBCUniversal Best Workplace for Diversity

In the past, Universal Orlando along with NBCUniversal have received numerous recognitions from a variety of organizations for embracing a progressive culture of inclusion. **Recently, Comcast NBCUniversal received the honor of being ranked #1 on Annual List of Best Companies for Diversity!**

Great Place to Work® and FORTUNE have named Comcast NBCUniversal the country's Best Workplace for Diversity, making the list for the second year in a row. Based on Team Member feedback, Comcast NBCUniversal was listed as #1 in the country for our ongoing commitment to diversity and inclusion.

Programming throughout the year that highlights diverse perspectives, stories, examples of leadership, and supports issues important to multicultural communities are all a focus areas of Diversity & Inclusion. "Here at UO, themes of inclusion important to Workplace, Workforce, and Marketplace issues are highlighted with our Diversity & Inclusion programming.

It's a partnership across departments and a shared vision focused on collaboration and inclusion," says Angela Lagos, Senior Manager of Diversity & Inclusion. "Throughout the year, diverse perspectives are shared in an authentic way with our Team Member Resource Groups. We invite you to learn more and connect with our TMRGs."

Connect and Learn More

Follow these quick steps to opt in and receive emails from the Universal Orlando Team Member Resource Group of your choosing:

Step One: Visit **myUO** (accessible from any on-property computer). Select **'Our Culture' / 'Diversity & Inclusion'** from the **'Team Member Center'** dropdown menu.

Step Two: On the right-hand side of the page, select **'Become a Part of Our Diverse Universe.'**

Step Three: Complete each field and click **'save.'**

Thank You for Being a Part of Our Diverse Universe!

NBCUniversal's #ShareATree To Help Hurricane-Stricken Communities in 2017

For the ninth year, NBCUniversal is supporting Arbor Day Foundation's tree-planting efforts to promote recovery in disaster-stricken areas brought on by the 2017 hurricanes Harvey, Irma, and Maria. In conjunction with NBCUniversal's "Green Is Universal" holiday campaign, NBCUniversal has committed to placing 25,000 trees in the hands of homeowners in the affected areas. People from around the country can get involved and show their support by visiting GreenisUniversal.com to select a tree image to post online using #ShareATree from now through December 25. Each share contributes to the Arbor Day Foundation's tree-planting efforts, funded by a $25,000 donation from NBCUniversal.

The Arbor Day Foundation is working with public and private partners to get millions of trees back in the ground in the wake of hurricane devastation. #ShareATree is part of their larger initiative to plant and distribute 5 million trees over the next five years. These trees will grow, strengthen the environment, and help support the communities as they heal. Together NBCUniversal and Arbor Day Foundation are working to improve communities, replant our nation's forests, preserve rainforests across the globe, and nurture the next generation of tree planters.

GREEN is UNIVERSAL

Visit GreenisUniversal.com to **#ShareATree** today!

In the Volunteer Spotlight: Ali Snyder

Hometown: Charlotte, NC

Role at UO: Sr. Graphic Designer, Marketing **Years with UO:** 15 years

Volunteer Organizations (where do you primarily volunteer?): Girl Scouts of America

Years Volunteering with this organization? 7 years.

What does your Volunteer role consist of?

I have been a volunteer with my daughter's troop in some capacity for the last seven years – from Parent Helper to the infamous Cookie Mom. For the last three years, I have taken on the role of Troop Leader. This keeps me very busy as I have 10 girls in our troop. I am always busy planning activities to give our girls various opportunities to learn life skills and how to make impactful contributions to their community and world. Of course we have as much fun while doing these things as we possibly can! This year the girls transitioned from elementary to middle school. I thought that we might lose a lot of our scouts because of their age, but all but one chose to stay on! That was a wonderful surprise and I think speaks highly to the commitment of our girls and their families. My hope is to take those who want to stay all the way through their high school years.

What was your most memorable experience?

Almost every year, our troop has hosted a lemonade stand/bake sale fundraiser for an important cause. One year we raised money for one of their teacher's husband's medical expenses, who suffers from ALS. The couple came to the lemonade stand and the girls spent a lot of time with them, particularly the husband. It was heartwarming to see the depth of their compassion and interest. It was also a great experience for them to be able to present the couple with a generous check at the end and see firsthand how a little hard work, time, and caring can help others in need.

Know Your Stuff

Reminder: Grinchmas™ *Who*-liday Spectacular Crossover Area is an On-stage Location

As we see increased activity approaching our peak holiday season, it is important to ensure we are Setting the Stage for our guests. Guests visiting The Grinchmas™ *Who*-liday Spectacular in IOA must cross through a backstage area to reach the show's soundstage. From now through January 2, this crossover area should be considered an on-stage location. As such, Team Members walking through this area should maintain our professional image and refrain from eating, drinking, smoking, and using mobile devices. All Team Members should adhere to our appearance standards.

As a reminder, Team Members are not permitted to cross through the soundstage breezeway or parking lot. Team Members should remain on the sidewalks to safely access backstage areas. In addition, vehicle traffic should be limited between IOAsis and the front of IOA during show periods – delays in crossing should be expected. Thank you for your cooperation. Together, we can ensure amazing experiences for our guests!

Your Guide to Parade Safety

Everyone loves a parade and whether it's Mardi Gras, Universal's Holiday Parade featuring Macy's, or Universal's Superstar Parade, safety guidelines are in place and integral to planning a safe and exciting event for everyone involved – for both our guests and Team Members alike.

Universal Orlando is always excited to share the brightest offerings from our Entertainment division, so please help our Events Staff and Security team and adhere to our guidelines in a responsible manner:

- When the Esoteric Gates are open (located next to LaBamba) no vehicle or pedestrians may cross the street until the gates are fully closed. This is a 3-way intersection and all 3 sides must wait. This applies for all traffic to and from this area.
- All vehicles backstage on Baseline J/Perimeter Road should default to any passing parade on route to its step-off. All vehicles must pull off to the side of the road and wait until the parade passes. The parade floats need the full street for proper and safe clearance.
- Team Members and guests are not to cross between floats at any time – especially while the parade is on route onstage or backstage.
- No backstage photos of the parade vehicles, floats, or performers are to be taken at any time, as per UO policy.
- Please be aware of all parade step-off times as they are subject to change due to weather conditions or other special circumstances.

Accessibility is Universal: Interacting with Service Animals

Park Guests traveling with trained Service Animals are welcome at Universal Orlando Resort. A Service Animal is any dog, or miniature horse, that is individually trained to do work or perform tasks for the benefit of an individual with a disability including a physical, sensory, psychiatric, intellectual, or other mental disability. Service Animals are working animals, NOT PETS.

Team Members may ask the guest these two questions when inquiring about an animal:

1. *"Is this an animal required because of a disability?"* 2. *"What work or task has the animal been trained to perform?"*

Asking about the person's disability, requiring the animal to perform the work or task, and even asking for paperwork certifying the animal as a Service Animal is in violation of the person's rights. The key to knowing if a Service Animal is authentic is in their training and behavior. Here are some specific tasks you may see performed by a Service Animal:

- Service dogs are assistance dogs trained to provide a diversity of disability-mitigating tasks for individuals with varying abilities to include barking as a means of alerting their handler, presenting a cashier with a credit card for payment, or picking up items outside of their handler's reach range.
- Guide dogs are assistance dogs trained to navigate the unseen environment for blind or visually impaired individuals.
- Hearing dogs are assistance dogs trained to alert the handler of audible notifications in the environment.

What if a guest states that their animal is there for support?

Comfort/Emotional Support/Therapy Dogs offer a calming presence and a welcome distraction to those in stressful and traumatic situations. The mere presence of the animal providing comfort **does not** constitute it as being a Service Animal and is not permitted inside our theme parks.

If you see an animal that is not a dog or a miniature horse, or those animals do not seem to be under control of their handler, or appear to be aggressive to other guests, contact your area management to partner up with Security for assistance.

READ ALL ABOUT IT

XTRAS Return for the Holiday Season

Helping to make sure that each of our guests has an extraordinary experience here at Universal Orlando is a goal for every UO Team Member. That is why we all make a special effort to help deliver amazing guest service to each of our guests.

However, during our peak seasons, the increase in the number of guests requires more resources to ensure quality service. That is why our XTRAS come out and help during these busy times.

What is XTRAS?

During our peak seasons, our backstage team jumps in to assist our on-stage operations through a program called XTRAS... eXtra Talent Resource And Support. The XTRAS team is assigned to shifts in areas that are in need of additional assistance.

Who are the XTRAS?

The XTRAS team is made up of UO's backstage salaried and non-exempt Team Members from departments located behind the scenes supporting our business activities.

While working as XTRAS, the Team Members will wear business casual clothes instead of wardrobe, but like all UO Team Members, they will be wearing their UO name tags.

When will you see the XTRAS?

XTRAS lend their assistance during our peak seasons. Over the holidays, XTRAS will be out in our resort every day from **December 26 through 30.**

How can our on-stage Team Members help the XTRAS?

For many of these Team Members, their XTRAS shift may be their first time working in the parks. Creating a welcoming environment for our backstage team is critical in forming a successful partnership. Our backstage Team Members count on our on-stage team to guide them and provide helpful information when working with our guests.

Around Our Universe

IMPORTANT NOTES

Christmas Holiday Pay Reminder

Christmas is quickly approaching! To accommodate the holiday, the Payroll Department is expediting your pay to get it into your hands before the holiday. Payday will be on Thursday, December 21 as a result of the observed Christmas holiday. All other paydays during the holiday season will remain on Fridays as normally scheduled. **The Payroll Department will be closed on Friday, December 22.**

Upcoming Holiday Hours

Please take note of the following holiday hours for these Team Member locations:

Benefits / Payroll / Records / TeamCare
Friday, December 22 - Closed
Monday, December 25 - Closed
Monday, January 1 - Closed

Team Member Services (UOTMS)
Friday, December 22 - Closed
Saturday, December 23 - regular hours (8am to Noon)
Monday, December 25 - Closed
Monday, January 1 - Closed

FAIRWINDS Credit Union
Thursday, December 21 - 7am to 5pm
Friday, December 22 - 9am to 5pm
Monday, December 25 - Closed
Monday, January 1 - Closed

Personal Packages *Should Not Be Received* at Company Offices

While the Universal Orlando Mail Room is available for personal mail outgoing shipments, **please keep in mind that any incoming personal mail/packages should not be received to company offices.** When it comes to processing incoming deliveries, the Mail Room resources are reserved to process work-related mail only.

Please ensure that any of your personal online retailer accounts (i.e. Amazon, Wal-Mart, etc.) do not have your company address set as a default shipment location. We sincerely appreciate your cooperation and understanding!

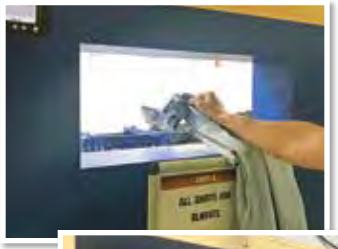
Join the Get Healthy! "Passport to Health" Program

Would you like to get recognized for the healthy choices and events that you currently participate in? Now you can by joining the Get Healthy! Passport to Health Program. If you participate in eight eligible Get Healthy! events from now until March 30, 2018, you can earn a $25 gift certificate!

Eligible events include: attending a coaching session with our Health Coach, completing a health-related screening or annual physical with your health care provider, partaking in on-site Get Healthy! sponsored health screenings or health-related presentations, and many more.

For more information and to get started, please contact Rafy Oquendo at **Health.Coach@universalorlando.com.**

FINAL DAYS: Have any Wardrobe Items at Home or in a Locker? Bring Them In by December 31!



In an effort to make as many wardrobe items available as possible for other working Team Members, the Wardrobe team has launched the Wardrobe Accountability Program. The program is designed to encourage Team Members to return any outstanding (delinquent) wardrobe items and keep their wardrobe accounts in good standing.

The grace period to return any outstanding items without any disciplinary action is quickly approaching. Team Members must return items by Sunday, December 31 of this year. Following the grace period, the disciplinary process (as outlined in existing company policy) will take effect, beginning with verbal warnings.

Here's how you can make sure your account is clear and that items are returned without penalty:

- Remember to return items at the end of each shift.
- Check the status of your account at Wardrobe Guest Service or any Wardrobe station.
- Locate your items and return them. Whether your items are in your locker or at home, be sure to return items just as you normally would – in the specially-marked chutes in the main concourse of the Wardrobe service area.

Additional information is available at the Wardrobe checkout counters. If you have any questions about this process, please speak with your leader or visit the Wardrobe Guest Service desk in B-3.

Thank you for helping ensure you and your fellow Team Members are looking the part!

I-4 Ultimate: Stay in the Know

The Largest Infrastucture Project in Florida History Continues

The I-4 Ultimate makeover is still underway and earlier this summer, the project reached a major milestone, as the new Grand National Drive overpass was officially opened. The overpass connects the Oak Ridge Road/International Drive area, east of Interstate 4 (I-4), to the Major Boulevard/Caravan Court area, west of I-4.

The overpass was designed to accommodate more than 1,000 vehicles per hour to help ease congestion on the nearby Kirkman Road (State Road 435) interchange. The four-lane overpass was completed in two years and includes a host of traffic, pedestrian, and aesthetic improvements to the area.

Stay in the know about lane closures, ramp closures, detours, and more by signing up for I-4 Ultimate alerts. Opt to receive text or email alerts, both in advance and in real time, that only affect your route by visiting: **http://i4ultimate.com/construction-info/alerts/.** Don't be caught off-guard during your commute. Plan ahead, know what to expect, and stay safe during I-4 construction.

REMINDER: Lynx Bus Passes Available at U-Stop

With stops throughout Orange, Seminole, and Osceola counties, catching a LYNX bus is one option to avoid I-4 construction. For your convenience, Team Members can purchase LYNX bus passes from U-Stop in Wardrobe. For more information on LYNX routes and schedules, visit **www.golynx.com.**

Get your W-2 fast! Visit the **Self-Service Center on UOTeam.com** and consent to receive your W-2 electronically today!

Team Members Only

'Your Season' of Perks Continues!

Two 1-Day/3-Park Park-to-Park Tickets Added to Your Comp Pass Bank

Share the fun of the holiday with family and friends! UO Team Members who are active on December 1 or hired between December 1 and 18 will receive two 3-Park 1-Day Park-to-Park tickets via the Team Member Comp Pass System. These tickets valid for admission to Universal Studios Florida, Universal's Islands of Adventure, and Universal's Volcano Bay, from Saturday, November 18, 2017 through Wednesday, January 31, 2018 except during our peak week (12/21/17 – 1/3/18).

There's Still Time to Take Advantage of Great Team Member Exclusive Merchandise Discounts

Take Advantage of 80% Off at U-Shop

Get significant savings on previously marked down apparel, toys, and souvenirs at the U-Shop in Wardrobe this year. **Running through December 30**, all items are discounted at 80% off!

50% Off Merchandise Park-Wide*

All UO Team Members receive 50% off purchases at UO-owned and operated stores from **now through Sunday, December 31, 2017** by presenting your valid UO ID. Standard discount restrictions apply on all collectibles, sundries, media, and film.

*Valid at all UO owned and operated locations *with the exception of the Toothsome Chocolate Emporium & Savory Feast Kitchen™.*

Your Season Holiday Booklets - *Mailed to Your Home!*

Your Season Holiday Booklets, with special offers for snacks, beverages, meals, and merchandise at Universal Orlando Resort, have been mailed to all UO-paid Team Members hired by November 12. Active Team Members hired between November 13 and January 31 will be given their booklets in Orientation.

Team Member Discounted Tickets for Magic vs. Bucks

Orlando Magic is offering Universal Orlando Team Members discounted seating for the Orlando Magic vs. Milwaukee Bucks game. Purchase your seats at **https://groupmatics.events/event/universal.**

Saturday, February 10 / 7:00pm / Amway Arena

$14 - Upper Level (1 guest welcome) **$42 - Lower Level** (1 guest welcome, limited seating)

Note: *Tickets are available for purchase at the discounted rate through Thursday, January 18*

Mailing a Holiday Package? On-Property Mail Services Available

Did you know that Team Members are welcome to mail personal packages from the UO Mail Room at discounted rates? If you have holiday packages to ship, stop by the Mail Room, located in B-5. Please be sure to follow the guidelines below when shipping a personal package from the Mail Room:

UO MAIL SERVICES LOCATION **Bldg B-5 Mail Room Hours:** Monday through Friday from 8:00am to 5:30pm

KNOW BEFORE YOU GO

- **FEDEX Services available for personal packages** - Ground and air (standard, overnight, 2 day, and 3 day).
- **PAYMENT:** Credit cards and checks only, **cash is not accepted.**
- **Packages must be ready to ship, but not sealed** - the Mail Room must inspect the contents of your package before the box is sealed; however gifts inside your shipping box may be pre-wrapped.
- **You must provide your own packing materials.**
- **No more than five packages** can be shipped at one time

NO SHIPPING OF Alcohol • eBay Sales • Hazardous materials • Weapons of any kind *(including toys or replicas)*

Seasons Greetings from the UO Mail Services Team!

QUICK CUTS

Share Your Celebrations

- Congratulations to **Stacie Long-Vizoso** from Universal Creative and Will Vizoso on the birth of their baby, Leia Olivia Vizoso, on August 31.
- Congratulations to **Ryan Cole** from Human Resources and **Alejandra Agreda** from Parks Technology - the couple wed on November 17.
- Congratulations to **Julia Jones** from Human Resources and Don Jones - the couple celebrated their 25th wedding anniversary on November 29.
- Congratulations to **Cynthia Smith-Seabron** from Marketing & Sales and Stephen Seabron - the couple celebrated their 25th wedding anniversary on December 5.
- Congratulations to **Derek Hill** from Park Services and Heidi Hill - the couple celebrated their 15th wedding anniversary on December 6.
- Congratulations to **Rochelle Oldenburg** from Food & Beverage and Keith Oldenburg - the couple celebrated their 9th wedding anniversary on December 8.
- Congratulations to **John Morrison** from Finance and Kimberly Moy - the couple wed on December 10.
- Congratulations to **Philip Levine** from Technical Services and Kathy Levine - the couple celebrated their 20th wedding anniversary on December 10.
- Congratulations to **Mariolga Velazquez** from Merchandise and Edwin Cruz from Security - the couple celebrates their 31st wedding anniversary on December 17.
- Congratulations to **Gerry Gershonowitz** and **Howard Johnson** from Entrance Operations - the couple celebrates their 35th wedding anniversary on December 21.
- Congratulations to **Sarah Grond** from Blue Man Group and Ken Grond - the couple celebrates their 1st wedding anniversary on December 23.
- Congratulations to **Joshua Echevarria** from Human Resources and **Shannon Rushing** from Food & Beverage on their recent engagement.
- Congratulations to **AJ Gutierrez** from Entertainment and Robbie Bruce on their recent engagement.

Are you celebrating a recent wedding anniversary, marriage, birth or adoption? Tell us about it and we'll feature it in an upcoming issue of *UO News*! Simply visit **UOTeam.com/celebrations** and fill out the easy-to-use form with your information.

And There's More!

A Holiday Hunt 'n Find

Resort-Wide!

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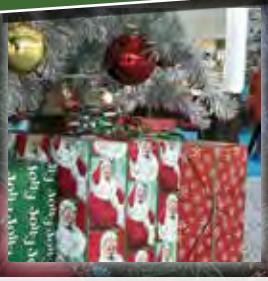
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Match the highlighted decor in the photos above to the eight different locations below:

A. Universal Studios Florida B. Universal's Islands of Adventure C. Loews Portofino Bay Hotel D. Universal CityWalk
E. Universal's Cabana Bay Beach Resort F. Loews Royal Pacific Resort G. Hard Rock Hotel® H. Loews Sapphire Falls Resort

Drop off your completed entry at Team Member Services in the HR Building, B-111 by Wednesday, December 20.
Our winner will be named in our next issue, so good luck.... and Happy Holidays!

Name	Work Location	Contact Number / Email

From the **Internal Communications Team** to **Across Our Universe ...**

Happy Holidays

uonews

Sr. Editor / Art Direction **Andy Warren**
Managing Editor **Debbi Compton**
Production and Layout **Doug McKee**
Associate Writer **McLean Alley** **Kyle Fairhurst**

Questions? Comments? Story Ideas? Give us your feedback! E-mail **communications@universalorlando.com**
1000 Universal Studios Plaza • Orlando, FL 32819 | Phone: **407-224-5078** • **www.UOTeam.com**

MATERIAL MAY NOT BE REPRODUCED IN ANY FORMAT WITHOUT EXPRESS WRITTEN CONSENT OF UNIVERSAL ORLANDO RESORT™ .

Note: Dates, times, pricing, locations, and other details are subject to change. Please visit UOTeam.com for updates to the online version.
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